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CELEBRATING THE RETURN OF T.R.A.I.N.

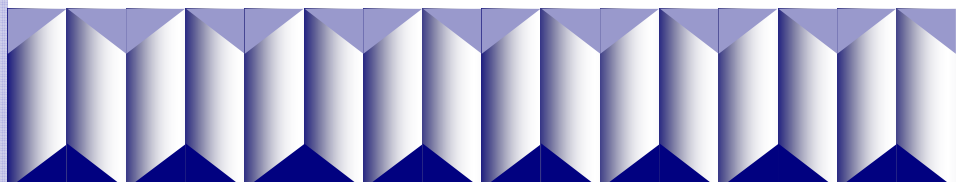
We're Back!

After a brief hiatus, the Records Management Division's (RMD) newsletter, *TRAIN*, returns with excitement and new focus. As of this publication, we will be presenting *TRAIN* quarterly instead of tri-annually. We are pleased to introduce our new editor, Paul Blades, and we will continue to produce thoughtful, informative, incisive articles relating to records management that support our service goals for you, our customers. We would like to thank Elaine Eason, Records Analyst and Forms Coordinator for her service as editor of the *TRAIN* newsletter. Elaine guided the development of our RMD newsletter for the past fifteen years. We hope you will continue to find *TRAIN* enjoyable and worth reading. As always, if you have suggestions for topics you would like covered, please drop us a line. We are here to serve you and we value your input.

Satisfied Customers?...You Bet!

This fiscal year, the Records Management Division polled agency Records Officers, Forms and Publications Coordinators. The objective of the survey was to better understand the needs of our state agency customers, toward providing more prompt, effective and efficient service.

Overall, the survey showed a **70% customer satisfaction rate** with services provided by the division. Function-specific (Forms, Micrographics, and Publications) surveys were sent out in February. All the respondents were highly satisfied with services provided, and complimentary of the effectiveness of RMD staff. Requested services such as the implementation of electronic forms and the addition of a microfilm converter are in progress. To learn more on RMD's response to the survey, read on.



NewsLine Micrographics

During the current fiscal year (2005/2006), the Micrographics Section reached a significant milestone, scanning in excess of **three million images**, resulting in significant savings in space and storage costs to agencies. The Micrographics Section Staff is to be commended for their effort in reaching this goal while maintaining the highest standard of quality.

John Stanley, ASA III



General Services
Records Management Division proudly announces its **14th Annual Records Management Seminar** on **November 14, 2006**.

This year the Seminar will be held at Nashville's Main Public Library. The Seminar's theme will be "**The Challenges of Managing Electronic Records in an Ever Changing Records Management Environment**". Additional information will be disseminated as further details are finalized.

-Carolyn Jamison, Records Analyst

We Heard You!

RMD is introducing two major documents in electronic (digital) format. Electronic versions of the *Forms Justification and Approval Request* (GS-0540) **and** the *Request for Publication Authorization* (GS-0539) will shortly be available for use by all agency Forms Officers and Publications Liaisons. Both electronic forms

will be available "online". Agencies will complete the form online at our General Services/RMD Intranet website, print the completed form in-house and obtain required signatures prior to submission to RMD for approval. Agencies equipped with the full version of **Adobe Acrobat 7.0 Professional** may save the document through the creation of an electronic file (save to a folder), which can be viewed or retrieved at will, and of course save space and paper. Agencies equipped only with **Adobe Acrobat Reader 7.0** will be unable to save the completed form as this is a "view only" limited version of the program. RMD will continue to make copies of the form to allow for proper distribution to relevant parties.

Implementation and daily use of electronic forms and publications requests will substantially reduce the cost of providing the 3-part forms to agencies currently absorbed by RMD.

The electronic format is a significant improvement for agencies, as all available options will now be available in "drop-down" boxes, reducing errors and the time it takes to correct them to near zero. An additional improvement is that the form will not "complete" until all necessary information is included, again ultimately decreasing processing time for agencies and RMD staff insuring speedy response times.

-Elaine Eason, Forms Coordinator

-Paul T Blades, Publications Coordinator

A Welcome and "Howdee Do" to New RMD Staff!

Ms. Pennye Neal *Welcome!*

Pennye joined RMD the last week of June as *Records Manager* for the Analytical section. Pennye holds an MBA from *Strayer University* and Bachelor of Business Administration degree from *Tennessee State University*. Previously a grant manager at *Nashville State Tech Community College*, she brings a wealth of managerial and accounting experience to RMD, gained over the last ten years working in differing capacities.

Mr. Paul T. Blades *Welcome!*

Paul comes to RMD as a former Director of Government Affairs for Meharry Medical College. He joins our RMD team as *Publications Coordinator*. Paul received his B.A. degree from the *University of Texas* in Public Policy Management, and his Masters in Healthcare Finance and Administration from *Baylor University*. Paul is experienced in the development and administration of grants, contracts, and public policy and legislative matters, and his experience further broadens the division's knowledge base.

Ms. Donna M. Brown *Welcome!*

RMD is pleased to announce the appointment of Donna Brown to the position of *Clerk 3*. Donna transferred from The Department of Mental Health and Developmental Disabilities, and has worked for the state of Tennessee for seven years. Her duties include receptionist, disposals, timekeeping and other office duties. Donna plans on completing her degree in Psychology. Donna's pleasing personality and positive attitude have demonstrated that she is an asset to the overall operations of this division.

Mr. Bruce Blakemore *Welcome!*

RMD welcomes Bruce Blakemore as *Clerk 2* in the Micrographics Section. Bruce enjoys history and writing poetry. Bruce is a welcome addition to Records Management and his wealth of experience will benefit the overall operations of the division.

Ms. Mary Everett *Welcome!*

RMD welcomes Mary Everett, *Clerk 2* to the Micrographics Section. Her duties include indexing and scanning of records into CD's and microfilm. Mary likes to read and help tutor students with disabilities in reading, she also enjoys music, and art. Mary's plans are to finish a BA in Education and use this degree to advance her position with the State of Tennessee. Mary will be an asset to overall functions of Records Management she is a valuable member to our team.



T.R.A.I.N NEWSLETTER

Published by

Tennessee Department of General Services

RECORDS MANAGEMENT

DIVISION

843 Cowan Street

Nashville, TN 37243-0555

Phone: 741-1718

FAX: 741-5327

Gwendolyn Sims Davis, *Commissioner*

Thomas Chester, *Deputy Commissioner*

Leroy Richmond, *Assistant Commissioner*

Donna K. Bridges, *Director*

Paul T. Blades, *Editor*

E-mail: Paul.Blades@state.tn.us



Authorization Number 321207